In 2015, Ministry Health Care Librarians began collecting feedback on the research (literature searches) we provided to our patrons. This survey data was saved to a QuickBase App where we could compile and present the data visually.

After the Ascension Wisconsin merger in 2016, this QuickBase App was opened up to the newly formed Ascension Wisconsin Library Services Department, allowing 3 more Librarians to invite their research customers to fill out evaluations on the quality and impacts of the research provided. This feedback helps us understand how that information was used system-wide.

This report shows the impact Library Services has on Ascension Wisconsin’s QUADRUPLE AIM:

1) Delivering high quality care 2) Better patient and 3) provider experiences and 4) lowering overall costs

The word cloud above illustrates just SOME of the research projects that Your Librarians have worked on in 2016.

Research demonstrates that Librarian-led information services improve clinical decision making and patient care outcomes. Library Services and quality health information can:

- Reduce hospital costs, length of stay
- Prevent Hospital Readmissions
- Improve diagnosis, patient care outcomes and clinical decision making
- Further their institution’s mission and goals through expert searches, teaching health professional literature searching skills, providing community outreach programs, supporting innovation and research, and disseminating the best medical and business practice information.
- Contribute to a culture of inquiry and quality improvement by teaching nurses, physicians and staff information literacy and literature searching skills
- Help avoid adverse events
- Save health professionals' time
Questions, Comments, or Requests? Please contact your Librarians:

Elissa Kinzelman-Vesely, MLIS, MA
Email  Voice : 262-687-8921

Kellee Selden, MLIS, MI
Email  Voice : 414-585-1626

Mary Pat Gage
Email  Voice : 414-447-2174

Michele Matucheski, MLS, AHIP
Email  Voice : 920-223-0340

Also available via Outlook.

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In 2016, the top 5 REASONS people ask Ascension Librarians for research are:

1) Patient Care
2) Education
3) Preparing for a presentation
4) Professional Development
5) Quality-Risk issue

This is consistent with 2015, and 2017 appears to be on the same track.
Most of the research Ascension Librarians did in 2016 provided patrons with:
- NEW Knowledge
- or reaffirmed existing knowledge.

Note: This question was added late in 2015, therefore, we have incomplete data for 2015.
For 2016, the top responses for the Change-of-Practice Report were as follows:

1) Other
2) Improvement
3) Change in Medications
4) Change in Test Choice
5) Change in Diagnosis
6) Increased Productivity
7) Changes Length of Stay
For 2016, the Top 5 Responses describing the impact of research provided by Ascension Librarians were:

1) Patient Care
2) Improved Patient Outcome
3) Performance Improvement
4) Policy
5) Change in Practice
In 2016, the research provided by Ascension Librarians helped to avoid the following adverse events:

1) Avoid Mortality
2) Avoid Admission
3) Avoid Unnecessary Procedures
4) Avoid Wrong Test/Med
5) Avoid Surgery
6) Avoid Infection
In 2016, customers seeking research done by Ascension Librarians were extremely satisfied with the quality of the research provided, overall, citing that the

*Info was used in my work*

and *Contributed to better quality care.*

Note: This question was added to the surveys late in 2015, so we have incomplete data for that year.
In 2016, the overwhelming majority of respondents said the Ascension Librarians saved them time by doing the research for them.
Total Number of Ascension Wisconsin Librarian-intermediated Searches done in 2016:

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<table>
<thead>
<tr>
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<tr>
<td>MPG</td>
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<td>297</td>
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<td><strong>Total</strong></td>
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What our Library Customers say about us:

**Richard Shimp, Physician**: [Cheers to Kellee Selden] Thanks again for the articles! Great having this level of service in our system. Know this directly impacts patient care decisions. You touch thousands of lives!

**Karla Boho, Nursing Administration**: The Library service with the professional staff there have always been absolutely wonderful. I have asked for EBP for a variety of things and my experience has shown me that the services are thorough, providing current research and review of the literature. There have been a number of clinical improvement process' that have been initiated or updated as a result of this service.

**Wayne Winistorfer, Regional Director of Rehab Services**: Our Library Information Service is a wonderful tool. I am so thankful that we have access to this level of resource and expertise!

**Mary Rowe, RN**: [The Librarian] was so very helpful with our policy updates. All references were located and her help was very much appreciated. Thank you again.

**Dr. Mark Kehrberg, Physician**: The product and service that Michele and the Library offer are outstanding and incredibly timely when the situation requires it. The work is completed within or less than 1 hour and was critical to patient care.

**Caroline Alterman, Advanced Practice Nurse, Clinical Program Manager**: Very helpful information and the articles / lit search were received within the needed time frame. I always appreciate the services of the Librarian and the information I receive. I cannot do my job without medical library services and the services are top-notch! They support evidence-based practice by being able to provide a diversity of research literature,
current articles in peer-reviewed medical journals and allows access to multiple databases when research and in-depth review of the literature is needed. These services are very valuable to me and the organization. Thank you!

**Linda Moses, Physician**: Thank you for your help in providing educational assistance, teaching and learning modules. Your assistance helps me to improve my quality of patient care and also plays a role in medical risk reduction.

**J. Rod Gimbel, Physician**: Library Service is an ESSENTIAL part of maintaining an up-to-date practice. Time saving and critical for safe and effective patient care.

**Michelle Kuhl, Patient and Community Member**: The Librarian was fantastic! Very knowledgeable and professional, but also kind and helpful. This was a scary time for me, being diagnosed with an autoimmune disorder, but going to the library and finding books and resources that explained the condition in depth in layman’s terms made me feel better emotionally and intellectually prepared to tackle this new challenge.

**Kaye-Eileen Willard, Physician**: I use Library Services routinely in my work as a clinician as well as an administrator and our Librarian, Elissa Kinzelman has been an outstanding resource in aiding my search for information in regards to sometimes arcane themes. She not only saves me time, but has the expertise to use keywords which link various aspects of the topics I am researching.